




## TrackOne – Technical Guidance Bulletin TTGB – 2006-06

**TO:** Regional Operators  
Regional Coordinators  
Indianapolis Private Industry Council

**FROM:** Nate Klinck   
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**DATE:** October 13, 2006

**SUBJECT:** Clarifications and Additions to TTGB 2006-04 entitled "Case Management System Usage"

### Background

The Indiana Department of Workforce Development procured an electronic case management system for the delivery of workforce development services effective July 1, 2006. The system was operational on July 1, 2006 for the Workforce Investment Act (WIA) and Trade Adjustment Assistance (TAA) funding sources. The system will become operational for the Wagner-Peyser and Veterans programs in 2007.

On September 7, 2006, TTGB 2006-04, entitled "Case Management System Usage," was released. That guidance bulletin detailed the expectation that all grantees (the Workforce Investment Board for Balance of State and Marion County Workforce Investment Board), sub-grantees (regional workforce boards), contractors (regional operators) and subcontractors (service providers in all Indiana counties) for the Workforce Investment Act (WIA) and Trade Adjustment Assistance (TAA) funding sources utilize the TrackOne Case Management System **AT THE POINT AND TIME OF SERVICE** to the participant.

In addition, the bulletin stipulated that application data is required to be entered into TrackOne at the point and time of service. It provided three exceptions to this requirement, and detailed that TrackOne would be programmed to prohibit backdating of service delivery records greater than three (3) business days from the current date.

### Purpose

The purpose of this bulletin is to provide clarifications to TTGB 2006-04, and to provide one additional exception to the "three day rule" standard for real-time data entry.

### Clarifications

**Question 1:** Does all application data have to be entered in to TrackOne on the same day it was collected?

**Answer 1:** Yes. The expectation is that the application data and the first service delivery record will be entered "real time," meaning at the point and time of service. Three exceptions to this are explained in TTGB 2006-04, with one additional exception detailed below.

**Question 2:** After the initial application data and service delivery record has been entered, do all additional service delivery records need to be entered at the point and time of service?

**Answer 2:** TrackOne has been programmed to prohibit backdating of service delivery records greater than three days. Although the vision and purpose of TrackOne is point and time of service data entry, additional service delivery records can be backdated for up to three business days. This should allow case managers adequate time to enter service delivery records into TrackOne for all participants.

**Question 3:** Should the date of case notes match the date of service delivery records?  
Can case notes be backdated?

**Answer 3:** Yes, case notes should match the date of service delivery records. Because case notes are not considered service delivery records, there is no restriction on backdating them.

### One Additional Exception to Real Time Data Entry Requirement

In addition to the three previous exceptions to the real-time data entry requirements specified in TTGB 2006-04, the following will be considered an exception:

4. Mass dislocation of fifty (50) or more participants to be served by WIA or TAA

**PLEASE NOTE:** This exception will not be granted automatically. Requests for this exception from Regional Operators, Regional Coordinators, or IPIC should be routed through the @Work Solutions Help Desk ([support@atworksolutions.com](mailto:support@atworksolutions.com)). The request for exception should include information about the mass dislocation (name of business, date of dislocation, and expected number of participants) as well as a plan for entering all participants into TrackOne in a timely manner, including the expected deadline for completion of the initial service delivery data entry. @Work Solutions will forward the request to Career Services, and an approval notice will be sent within 5 (five) business days.

The contact person regarding this bulletin is:

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<b>TrackOne Technical Guidance Bulletin TTGB Number</b>	<b>Subject Matter</b>
2006-01	Youth Testing Requirements (Out-of-School)
2006-02	TrackOne Password Removal Procedure
2006-03	Allowing Log on Capabilities for Case Managers Providing Services at Multiple Locations within One Region
2006-04	Case Management System Usage
2006-05	Data Correction Protocol
2006-06	Clarifications and Additions to TTGB 2006-04 Entitled "Case Management System Usage"